

C442451 : MAJOR HIGHER EDUCATION

KEY WORD: ADMINISTRATIVE / REGISTRAR / INSTITUTION / EDUCATION

SANGOB KONGKA : A STUDY OF THE ADMINISTRATIVE PROCESS OF THE
REGISTRAR'S OFFICES IN THE STATE INSTITUTIONS OF HIGHER EDUCATION
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398 pp. ISBN 974-631-088-7

The purpose of this research is to study the registrar's office, including administration, problems, some guidance to solve the administration, performance, and administration development.

The results show that, at the present time, the characteristics of the registrar's office is central one, the most concerned responsibilities are providing services for students, especially those at graduate level, including enrollment, academic evaluation, recording, confirming the students' graduation status, issuing official documents and references. Work characteristics of the registrar's offices are similar, only performance methods are different. Computer technologies has been used in registrations and academic evaluations.

Regarding the administration, for the registrar's offices : the registrar's director manages the tasks. However, in divisional level, supervisors are in charge, and for specific administration, the job will be run by the committee. The administration processes include planning, organizing, staffing, directing, co-ordinating, controlling, communicating, evaluating, and innovating according to job characteristics.

Problems and obstacles from registrar' office are personnel shortage, time and space limitation, and inadequate equipments, which have been improved via coordination among other functions, extra budgets for temporary employees and equipments, improvement of operating systems. Another major problem arises from external groups on campus who do not adhere to schedules, rules and regulations, which might be ameliorate by better coordination and public relations. In sum, the administration of registrar's offices face less problems than those at divisional levels. For ideal characteristics in the future, central registration system should be set up at all levels.